

Community College *of* Philadelphia

The Path to Possibilities™

Achieving the Dream Core Team Meeting
December 6, 2007
I.A.S. Boardroom, 8:00 a.m.

Minutes

Present: Michael Akoto-Bamfo, Ramón Díaz, Linda Fellag, Sallie Glickman, Jane Grosset, Cassandra Jones, Tom Ott, Pat Scoles, Susan Tobia, David Watters

Guests: Tom Smith

Presiding: Sam Hirsch, Judy Gay

Minutes: The minutes of October 8, 2007 need to be approved.

Welcome: Cassandra Jones, Acting CAO for the School District of Philadelphia, was introduced.

Noel-Levitz

Sam Hirsch reminded the Core Team that we agreed to alternate using the CCSSE with a different instrument. The first recommended instrument is the Noel-Levitz Student Satisfaction Inventory, Form B. The Form B version of the instrument takes 15 – 20 minutes to administer. The College can add up to 10 items. The College will receive normed data and the data file. We will be able to segment the information (e.g. to look at the Regional Centers separately). There was an extensive discussion of the inventory, including: whether the College should consider using it for all students; whether the sample should include faculty who participated in CCSSE; whether the inventory should be used for graduates. One suggestion was that the College community participate in making recommendations for the college-generated items. Sallie Glickman emphasized the importance of being clear about the process for selecting items if the process is opened to the College community.

There was also a discussion of whether the inventory can be used as a teaching/learning opportunity. Michael Akoto-Bamfo said that it may be possible to have a student focus group once the results are available. Communication strategies were discussed. Susan Tobia suggested that *The Vanguard* could be used to inform students about the survey.

The second recommended instrument is the Noel-Levitz Institutional Priorities Survey (IPS). This instrument corresponds to the student survey but is administered online. The recommendation was to administer this survey to faculty. There was extensive discussion of this instrument. There was a recommendation that the AtD co-chairs and Federation co-chairs send a letter to faculty about the instrument and encourage participation. After a discussion, the Core Team agreed that the IPS should be administered to staff and administrators as well as to faculty.

Tom Smith said the timing of administration for the student survey is important. One disadvantage of administering the instrument in the spring is that some students from fall do not return and we will miss that information. Jane Grosset stated that the College does a survey of students who leave before graduation. The Core Team agreed that there is a benefit to capturing information before students leave. There is a particular interest in getting information from students who are marginal.

To summarize the discussion, Judy Gay stated that she, Sam Hirsch and Jane Grosset will follow up by discussing:

- whether to create a way for the College community at large to have input on the questions for the Noel Levitz inventories, and if so, what the process will be to ensure transparency so people will understand fully how information will be used
- the cycle and timing of administration of the inventories
- the sampling procedure for the inventories
- the communication necessary to maximize participation, including approaching the Federation

The Core Team agreed to support administration of both Noel-Levitz instruments.

CCSSE Data on Student Services (IR Report #173)

Jane Grosset gave an overview of the CCSSE data on student services. She made particular note of the importance of the computer labs for students. Pat Scoles said his experiences with students in the BHHS program is consistent with the data. Sallie Glickman mentioned that internet access is as important as having access to a computer. Jane Grosset mentioned that access to software is also critical. The discussion also included mention of Wireless Philadelphia, the NTR collaboration, and the Earthlink opportunity to get a computer and internet access. The Core Team agreed that even the discounted options that are available are too expensive for many students.

Michael Akoto-Bamfo mentioned that access is a problem for evening students because the computer labs do not stay open as late as they believe is necessary. Judy Gay said that there was an attempt to keep the labs open longer but there is a contract issue.

Linda Fellag said she is involved in the development of a learning commons at West and Northeast Regional Centers. She believes that work may be useful in supporting a proposal to increase access.

Update on Orientation and Early Alert Strategies

David Watters gave an update on the strategy to improve student orientation. The plan includes both online and in person options. Linda Fellag stated that MyCCP training should be part of orientation. She also asked about creating an advising hot line for students who self-register.

Next, David Watters provided an overview of progress on an early alert system. There was a discussion of the thinking behind indicators for early alert. Pat Scoles commented that students often do not know each other after three weeks, but if instructors encourage that, then students can be effective in helping other students.

Tom Smith told the Core Team that the other college he is working with is trying to develop an objective rubric to use for early alert. Their next step is to interview students. They believe the two most common barriers to student success are family issues and hours worked.

Susan Tobia stated that the same information can play a role in faculty development strategies. All of our efforts can be linked. The College community should not see our efforts as separate.

There was a discussion of differences between career and transfer programs and a discussion about how amorphous programs like Liberal Arts, Culture, Science and Technology and Business Transfer can seem to students.

Susan Tobia asked whether there was any consideration to having a new student success course. Sam Hirsch responded that they are starting to discuss that.

The Core Team agreed to review information on the Professional Development for Faculty Strategy and the Math Initiative at the next Core Team meeting. Susan Tobia distributed the program for the Spring 2008 Professional Development Week.

Next Meeting

Sam Hirsch and Judy Gay will identify a date during the spring semester for the next meeting.

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